



Creating Opportunities For Independent Living And Work

2016 Comprehensive Statewide Vocational Rehabilitation Consumer Needs Assessment

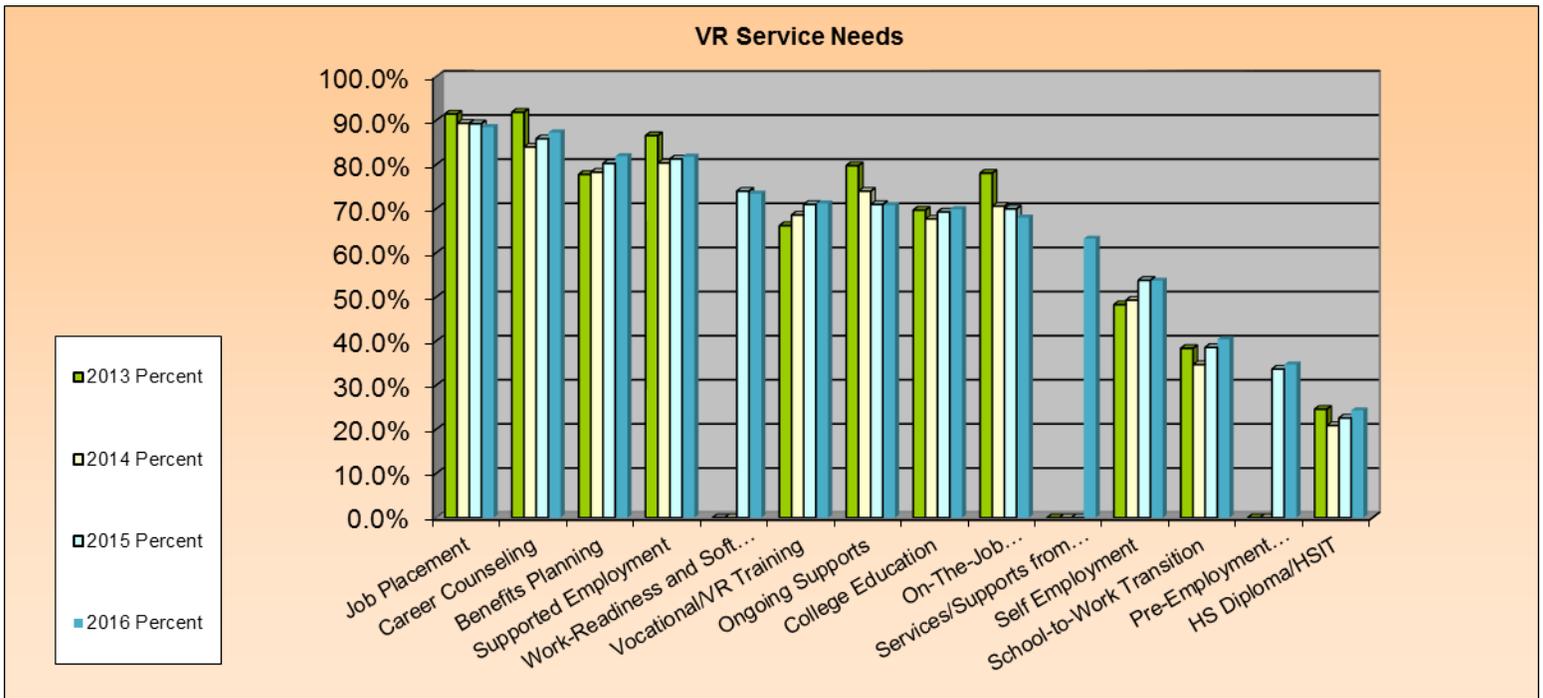
Appendix Documents

**Massachusetts Rehabilitation Commission
Research, Development, and Performance Management Department**

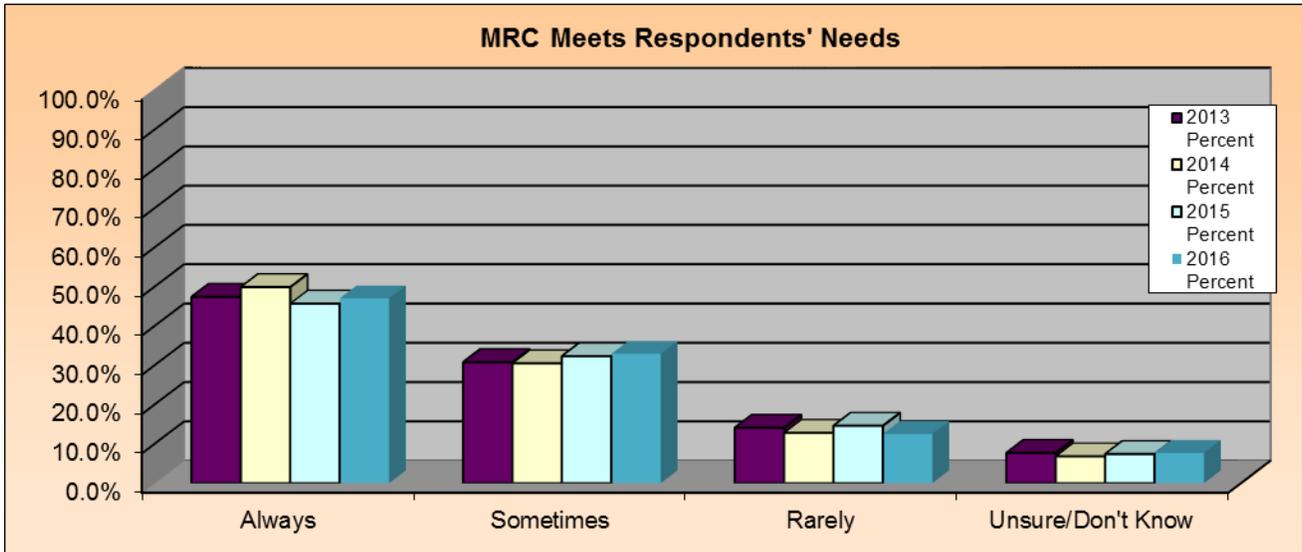
**In collaboration with:
Statewide Rehabilitation Council
Needs Assessment Committee**

June 2017

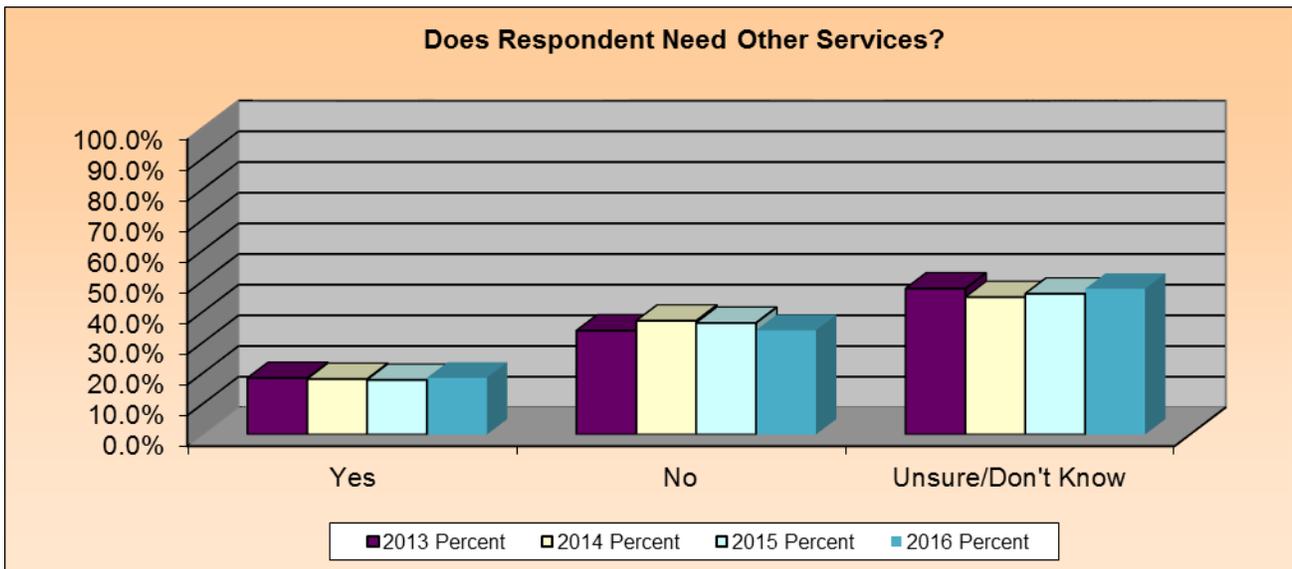
VR Service Needs					
Respondents Answering Very or Somewhat Important					
Need Area	2013 Percent	2014 Percent	2015 Percent	2016 Percent	4 Year Variance
Job Placement	91.5%	89.4%	89.3%	88.5%	-3.00%
Career Counseling	91.9%	84.0%	85.9%	87.3%	-4.60%
Benefits Planning	77.8%	78.3%	80.3%	81.9%	4.10%
Supported Employment	86.6%	80.4%	81.3%	81.8%	-4.80%
Work-Readiness and Soft Skills Training	NA	NA	74.0%	73.4%	NA
Vocational/VR Training	66.2%	68.6%	71.0%	71.2%	5.00%
Ongoing Supports	79.8%	74.0%	71.0%	70.8%	-9.00%
College Education	69.7%	67.7%	69.3%	69.9%	0.20%
On-The-Job Training/Employer Job Driven Training	78.1%	70.6%	70.0%	68.0%	-10.10%
Services/Supports from College Disability Service Office	NA	NA	NA	63.2%	NA
Self Employment	48.3%	49.3%	53.8%	53.7%	5.40%
School-to-Work Transition	38.4%	34.7%	38.6%	40.4%	2.00%
Pre-Employment Transition Services for Students with Disabilities	NA	NA	33.7%	34.7%	NA
HS Diploma/HSIT	24.6%	20.9%	22.6%	24.3%	-0.30%



MRC Meets Respondent's Needs					
Need Area	2013 Percent	2014 Percent	2015 Percent	2016 Percent	Variance
Always	47.4%	49.9%	45.7%	47.0%	-0.4%
Sometimes	30.8%	30.5%	32.3%	32.9%	2.1%
Rarely	14.1%	12.8%	14.6%	12.5%	-1.6%
Unsure/Don't Know	7.7%	6.8%	7.4%	7.7%	0.0%

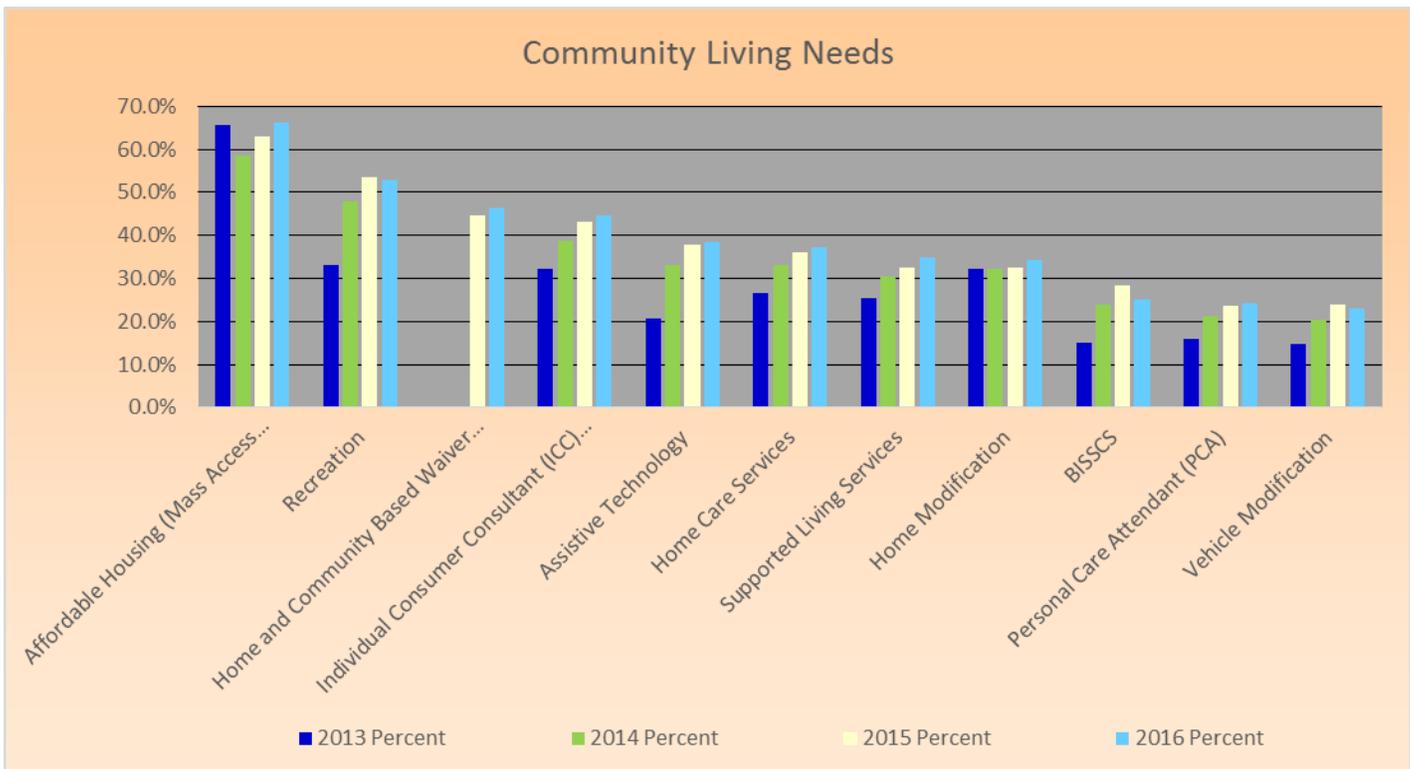


Does Consumer Need Other Services?					
	2013 Percent	2014 Percent	2015 Percent	2016 Percent	4 Year Variance
Yes	18.4%	18.1%	17.8%	18.5%	0.1%
No	33.9%	37.1%	36.4%	34.0%	0.1%
Unsure/Don't Know	47.6%	44.8%	45.9%	47.5%	-0.1%

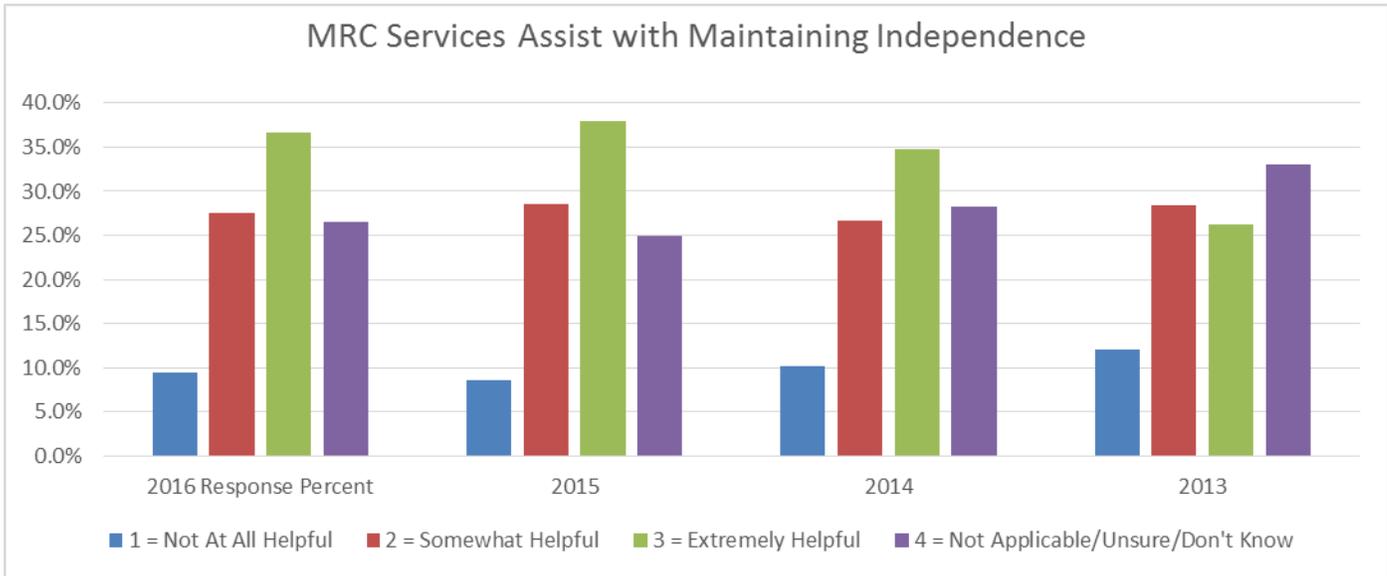


How satisfied are you with your involvement in the development of your MRC Individualized Plan for Employment (IPE)?				
Answer Options	2016 Response Percent	2016 Response Count	2015 Percent	2014 Percent
1 = Very Satisfied	51.5%	744	49.6%	50.4%
2 = Somewhat Satisfied	30.1%	435	30.7%	28.9%
3 = Somewhat Dissatisfied	9.1%	132	10.9%	9.5%
4 = Very Dissatisfied	9.3%	135	8.7%	11.3%

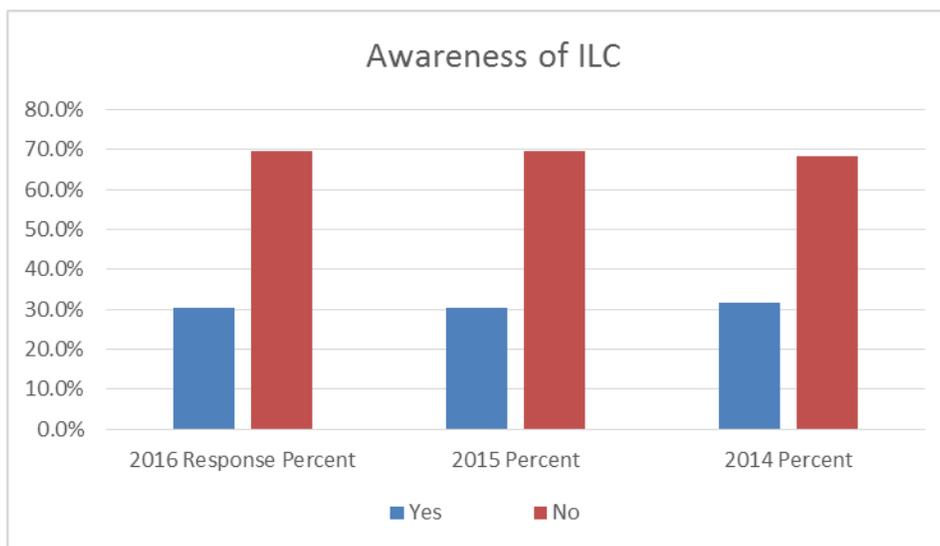
Community Living Needs					
Respondents Answering Very or Somewhat Important					
Need Area	2013 Percent	2014 Percent	2015 Percent	2016 Percent	4 Year Variance
Affordable Housing (Mass Access Housing Registry)	65.7%	58.6%	63.0%	66.1%	0.4%
Recreation	33.0%	48.0%	53.5%	52.8%	19.8%
Home and Community Based Waiver Services	NA	NA	44.6%	46.3%	NA
Individual Consumer Consultant (ICC) Program	32.2%	38.7%	43.2%	44.6%	12.4%
Assistive Technology	20.8%	33.0%	37.7%	38.4%	17.6%
Home Care Services	26.5%	33.1%	36.1%	37.2%	10.7%
Supported Living Services	25.4%	30.5%	32.4%	34.8%	9.4%
Home Modification	32.3%	32.3%	32.6%	34.3%	2.0%
BISSCS	15.0%	23.8%	28.3%	25.0%	10.0%
Personal Care Attendant (PCA)	15.8%	21.2%	23.6%	24.3%	8.5%
Vehicle Modification	14.8%	20.3%	24.0%	23.0%	8.2%



MRC Services Assist With Maintaining Independence					
Answer Options	2016 Response Percent	2016 Response Count	2015	2014	2013
1 = Not At All Helpful	9.4%	132	8.6%	10.2%	12.1%
2 = Somewhat Helpful	27.5%	385	28.5%	26.7%	28.4%
3 = Extremely Helpful	36.7%	514	37.9%	34.7%	26.3%
4 = Not Applicable/Unsure/Don't Know	26.5%	371	25.0%	28.3%	33.1%

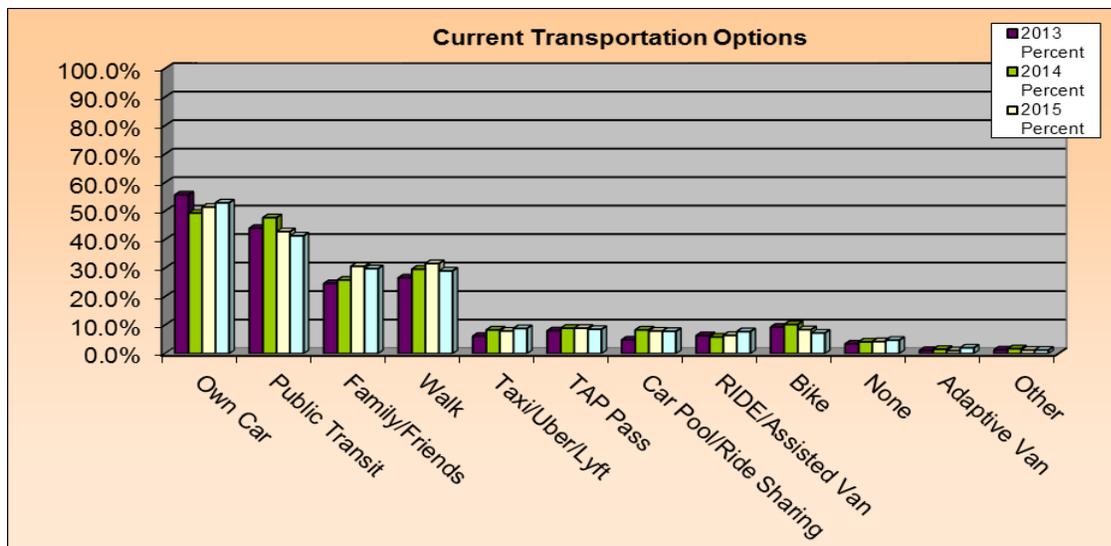


Are you aware of the Independent Living Center (ILC) in your area run by people with disabilities?				
Answer Options	2016 Response Percent	2016 Response Count	2015 Percent	2014 Percent
Yes	30.4%	425	30.4%	31.6%
No	69.6%	975	69.6%	68.4%



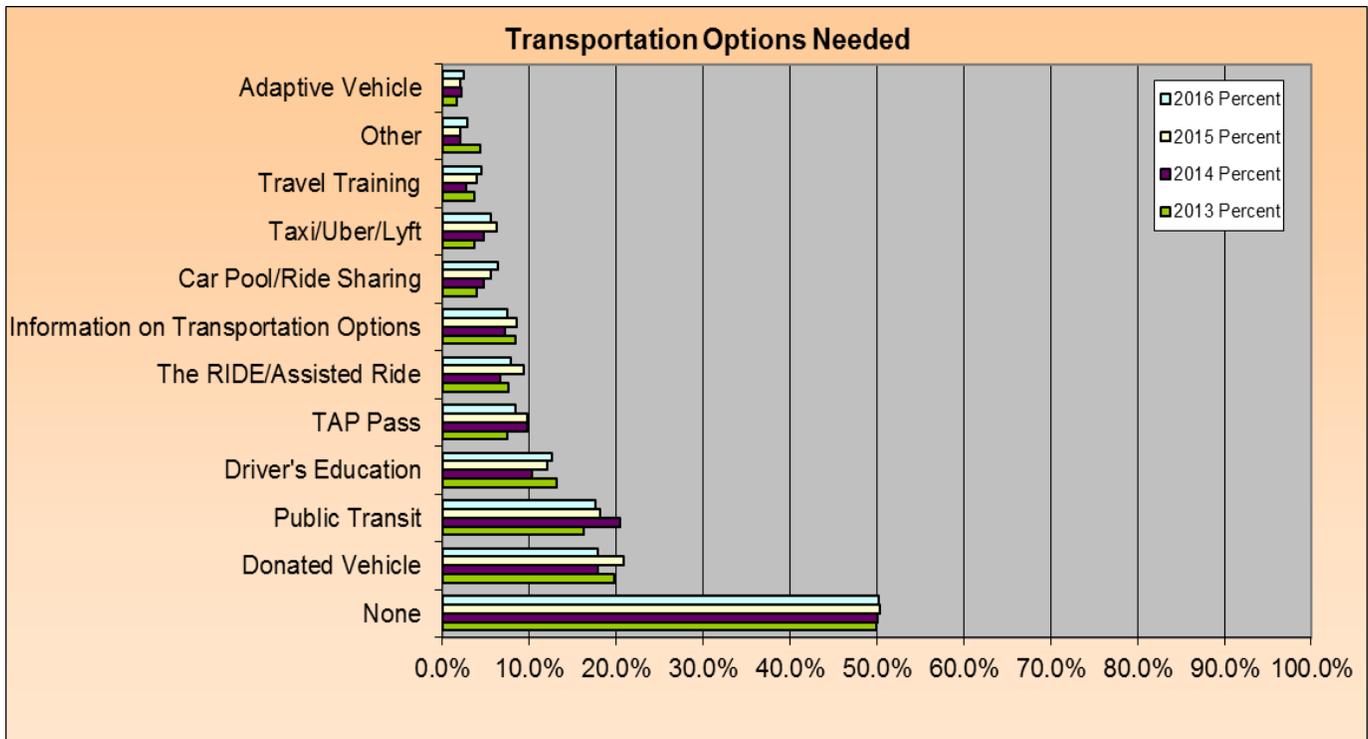
Transportation Options Currently Used*					
Need Area	2013 Percent	2014 Percent	2015 Percent	2016 Percent	4 Year Variance
Own Car	55.7%	49.3%	51.4%	52.9%	-2.8%
Public Transit	44.0%	47.7%	42.8%	41.3%	-2.7%
Family/Friends	24.6%	25.8%	30.6%	29.8%	5.2%
Walk	26.6%	29.6%	31.6%	29.0%	2.4%
Taxi/Uber/Lyft	6.1%	8.3%	7.9%	8.8%	2.7%
TAP Pass	8.0%	8.9%	8.9%	8.5%	0.5%
Car Pool/Ride	4.8%	8.3%	7.9%	7.8%	3.0%
RIDE/Assisted Van	6.3%	5.8%	6.4%	7.7%	1.4%
Bike	9.3%	10.2%	8.4%	7.2%	-2.1%
None	3.4%	4.1%	4.2%	4.7%	1.3%
Adaptive Van	1.1%	1.5%	1.0%	2.0%	0.9%
Other	1.3%	1.7%	1.2%	1.2%	-0.1%

* Multiple Response Category: Percentages do not equal 100%

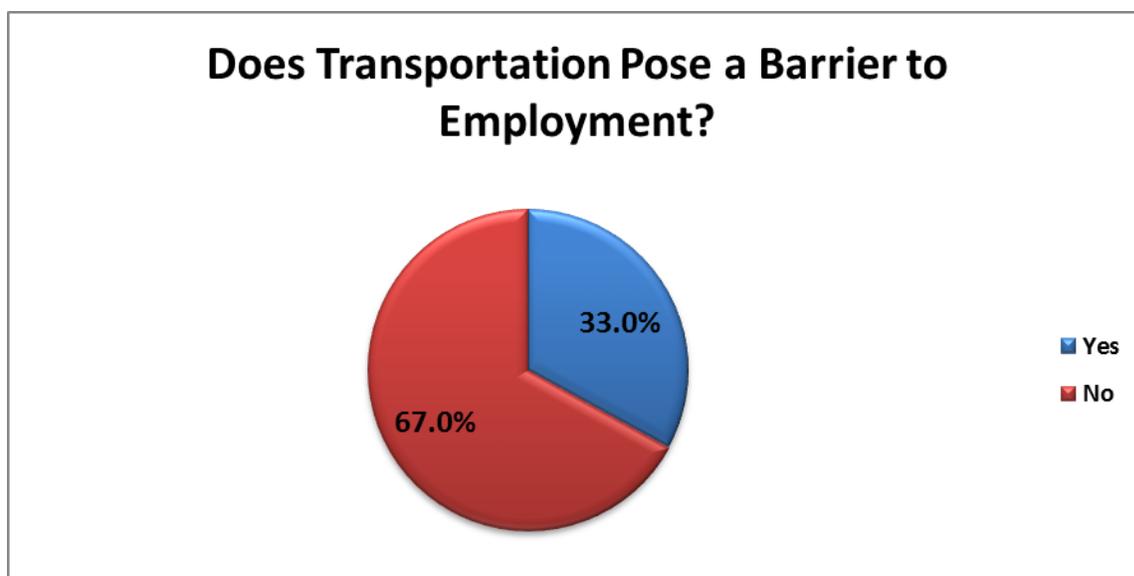


Transportation Options Needed*					
Need Area	2013 Percent	2014 Percent	2015 Percent	2016 Percent	4 Year Variance
None	49.9%	50.1%	50.4%	50.2%	0.3%
Donated Vehicle	19.8%	17.9%	20.8%	17.9%	-1.9%
Public Transit	16.3%	20.5%	18.2%	17.6%	1.3%
Driver's Education	13.1%	10.3%	12.1%	12.6%	-0.5%
TAP Pass	7.5%	9.7%	9.8%	8.4%	0.9%
The RIDE/Assisted Ride	7.6%	6.7%	9.4%	7.9%	0.3%
Information on Transportation Options	8.4%	7.2%	8.6%	7.5%	-0.9%
Car Pool/Ride Sharing	4.0%	4.7%	5.6%	6.4%	2.4%
Taxi/Uber/Lyft	3.7%	4.8%	6.2%	5.5%	1.8%
Travel Training	3.6%	2.7%	4.0%	4.5%	0.9%
Other	4.3%	2.1%	2.0%	2.9%	-1.4%
Adaptive Vehicle	1.7%	2.2%	2.0%	2.4%	0.7%

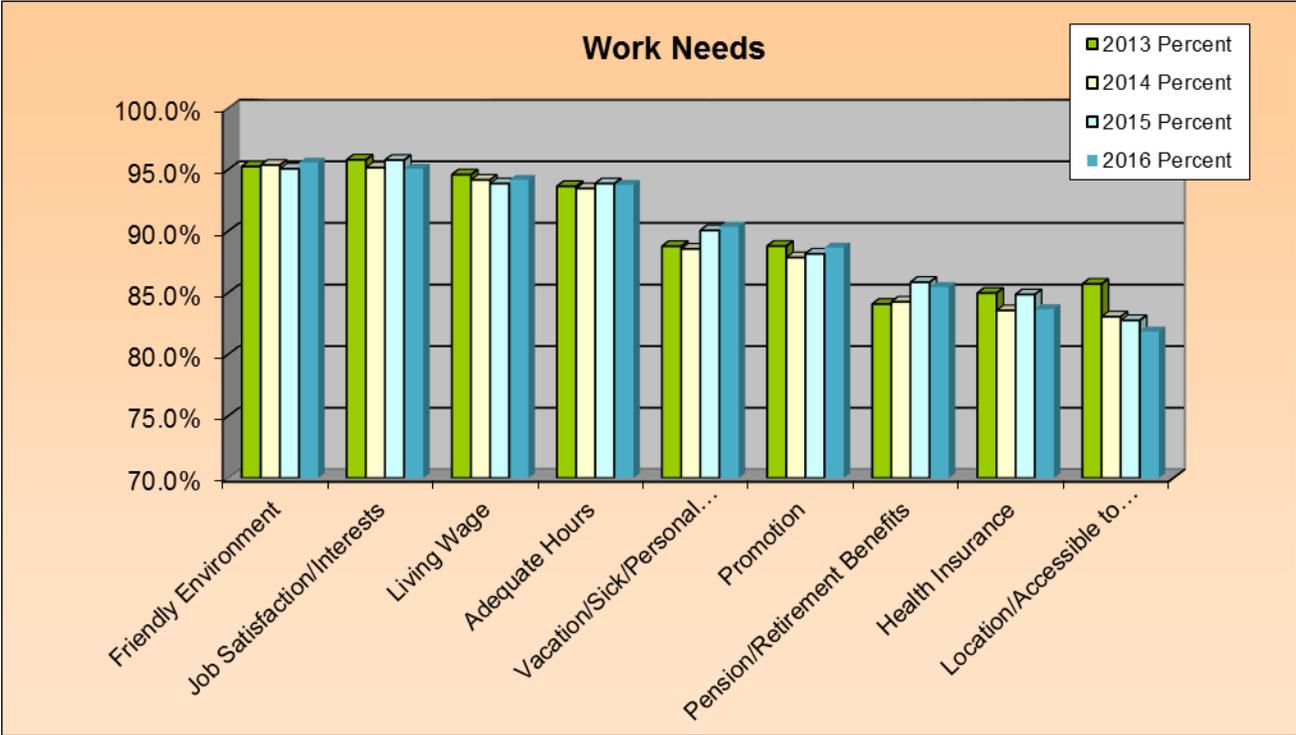
* Multiple Response Category: Percentages do not equal 100%



Is transportation a barrier to you obtaining employment?				
Answer Options	2016 Response %	2016 Response #	2015 Percent	2014 Percent
Yes	33.0%	463	34.0%	35.5%
No	67.0%	941	66.0%	64.5%



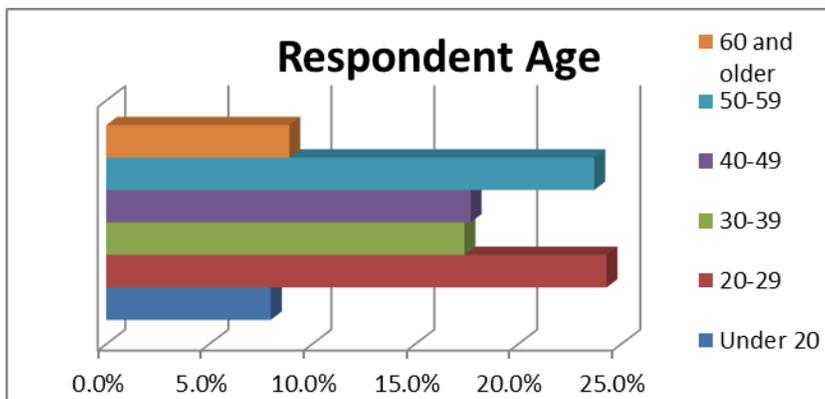
Work Needs					
Respondents Answering Very or Somewhat Important					
Need Area	2013 Percent	2014 Percent	2015 Percent	2016 Percent	Variance
Friendly Environment	95.3%	95.4%	95.1%	95.6%	0.3%
Job Satisfaction/Interests	95.8%	95.2%	95.8%	95.1%	-0.7%
Living Wage	94.6%	94.2%	93.9%	94.2%	-0.4%
Adequate Hours	93.7%	93.5%	93.9%	93.8%	0.1%
Vacation/Sick/Personal Time	88.8%	88.6%	90.1%	90.4%	1.6%
Promotion	88.8%	87.9%	88.2%	88.7%	-0.1%
Pension/Retirement Benefits	84.1%	84.3%	85.9%	85.5%	1.4%
Health Insurance	85.0%	83.6%	84.9%	83.7%	-1.3%
Location/Accessible to Transportation	85.8%	83.1%	82.8%	81.9%	-3.9%



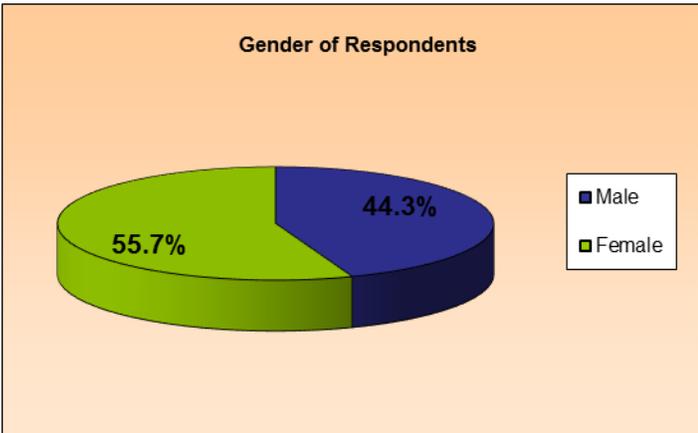
MRC Consumer Needs Assessment 2016

Consumer Occupational Areas of Interest as Indicated by Survey Response		
Occupational Area	% of Consumers Interested	# of Consumers Interested
Community/ Social/ Human Services	37.5%	582
Health Care	29.3%	456
Self-Employment	28.4%	441
Administrative	28.1%	437
Customer Service	24.4%	379
Arts/Entertainment	21.3%	331
Computers/Information Technology	20.7%	322
Education/Childcare	15.4%	240
Management	14.5%	226
Maintenance/Repair	10.7%	167
Warehouse/Stock/Inventory	10.5%	163
Food Service	10.2%	159
Retail	10.2%	158
Engineering/Science	9.5%	148
Transportation	9.4%	146
Marketing/Sales	9.0%	140
Financial	8.8%	137
Legal	7.3%	114
Manufacturing	7.0%	109
Other (please specify)	6.9%	108
Military/Law Enforcement/Safety	5.0%	78

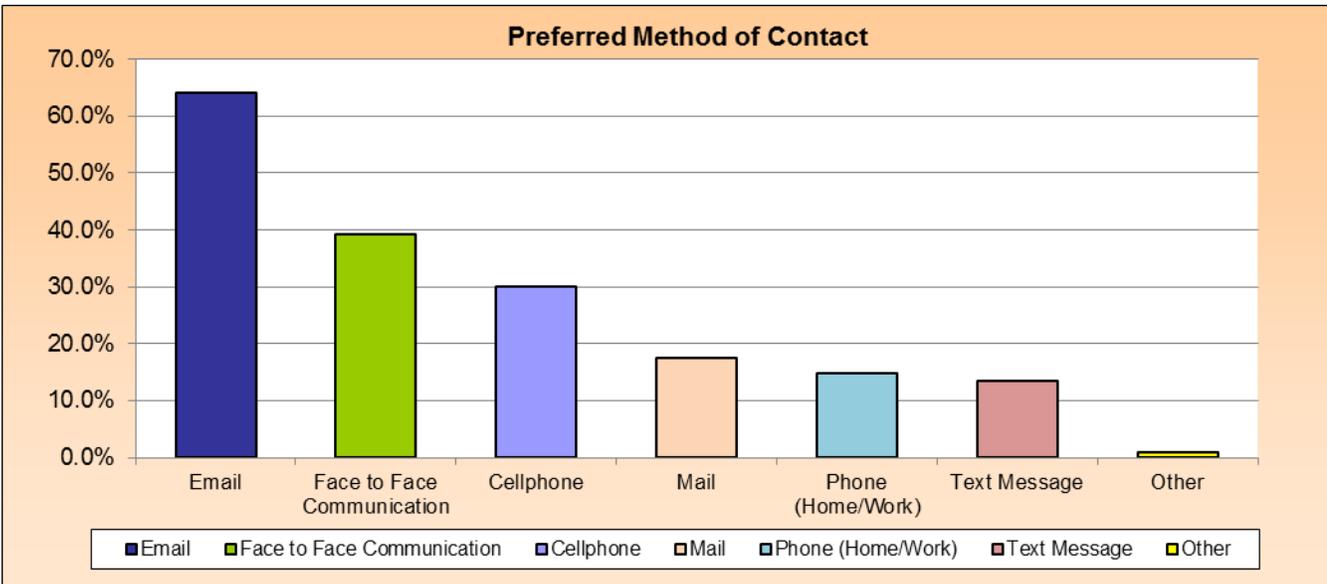
Age Distribution of Respondents		
Age	2016 Percent	#
Under 20	8.0%	135
20-29	24.3%	411
30-39	17.4%	294
40-49	17.7%	298
50-59	23.7%	400
60 and older	8.9%	150



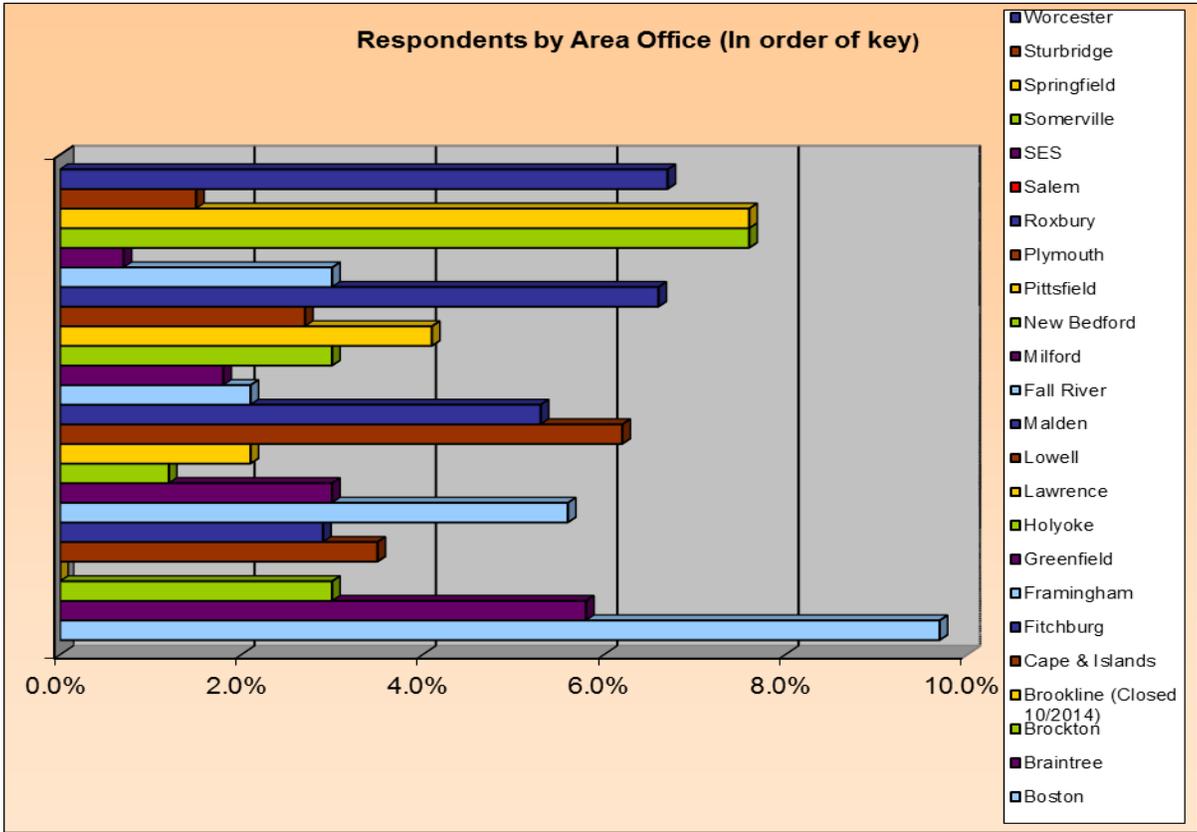
Gender of Respondents		
	2016 Percent	#
Male	44.3%	747
Female	55.7%	941



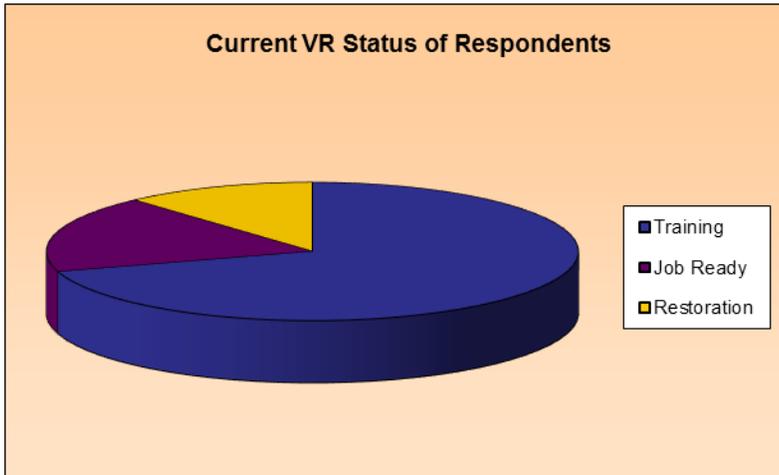
Preferred Method of Contact		
Contact Method	2016 Percent	#
Email	64.1%	1069
Face to Face Communication	39.2%	654
Cellphone	30.1%	501
Mail	17.5%	292
Phone (Home/Work)	14.9%	249
Text Message	13.5%	225
Other	1.0%	17



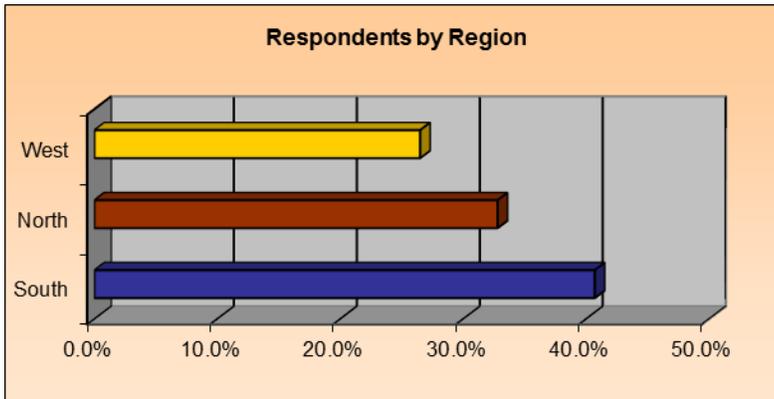
Respondents by Area Office		
	2016 Percent	#
Boston	9.7%	163
Braintree	5.8%	98
Brockton	3.0%	50
Brookline (Closed 10/2014)	0.0%	0
Cape & Islands	3.5%	59
Fall River	2.1%	36
Fitchburg	2.9%	41
Framingham	5.6%	95
Greenfield	3.0%	50
Holyoke	1.2%	21
Lawrence	2.1%	35
Lowell	6.2%	104
Malden	5.3%	90
Milford	1.8%	30
New Bedford	3.0%	51
Pittsfield	4.1%	69
Plymouth	2.7%	46
Roxbury	6.6%	112
Salem	3.0%	51
SES	0.7%	12
Somerville	7.6%	129
Springfield	7.6%	128
Sturbridge	1.5%	25
Taunton	4.3%	72
Worcester	6.7%	113



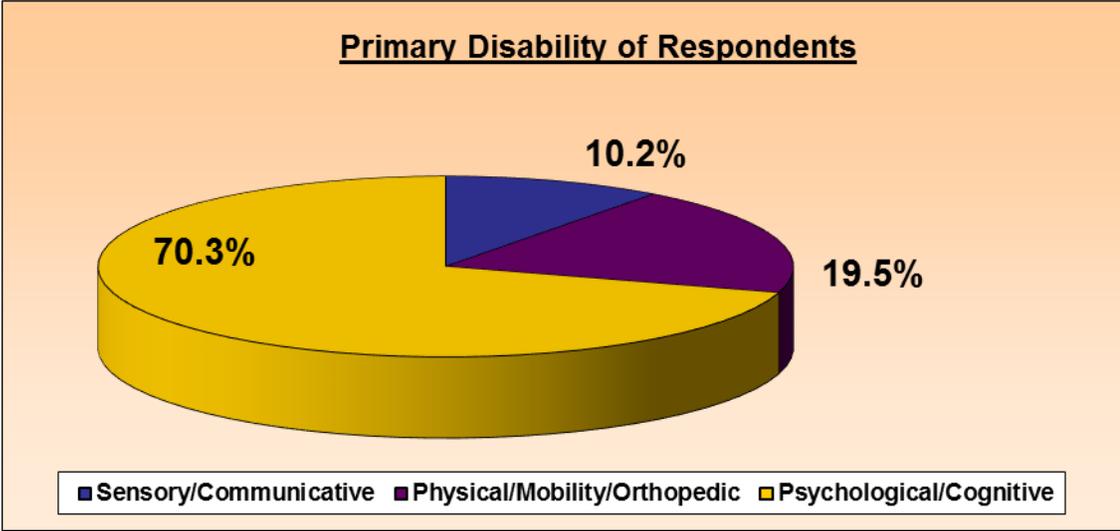
Current VR Status of Respondents		
Status	2016 Percent	#
Training	62.6%	1056
Job Ready	16.1%	271
Restoration	10.4%	176
Job Placement	4.6%	78
Interrupted Service	1.7%	29
IPE Completed	4.6%	78



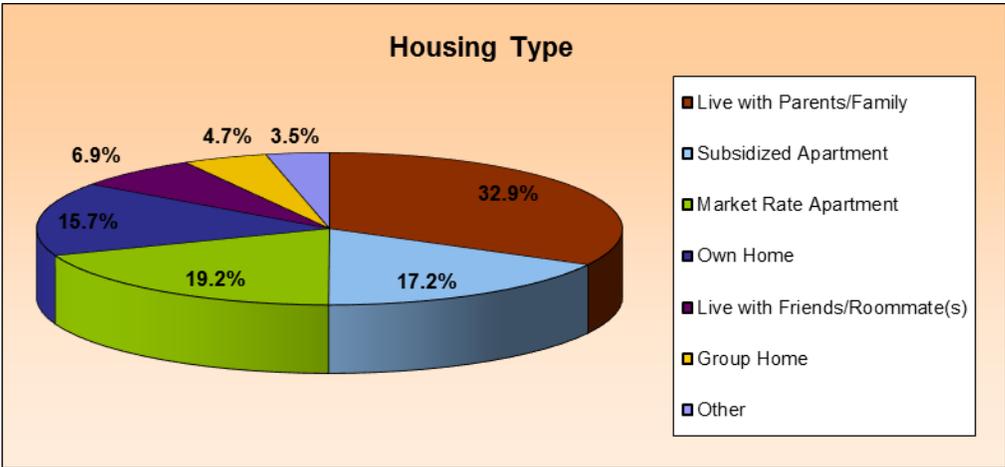
Respondents by Region		
	2016 Percent	#
South	40.7%	687
North	32.8%	553
West	26.5%	448



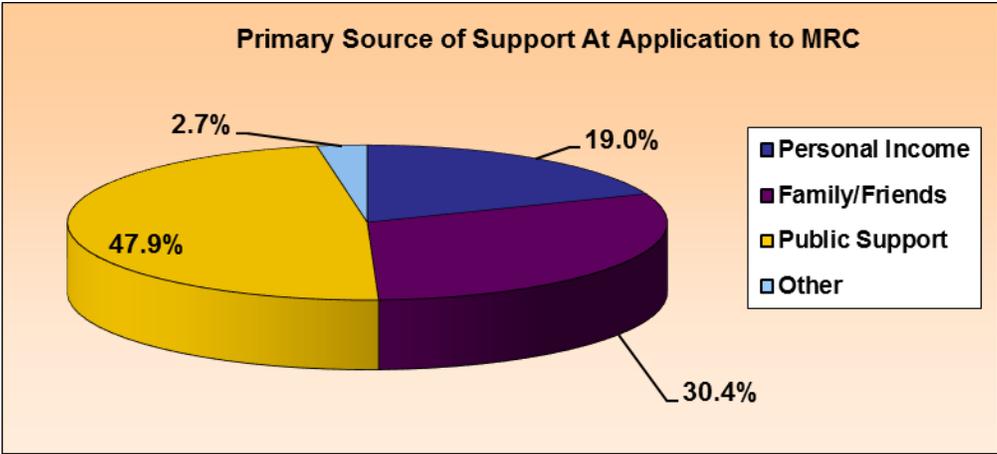
Primary Disability of Respondents		
Disability	2016 Percent	#
Sensory/Communicative	10.2%	183
Physical/Mobility/Orthopedic	19.5%	329
Psychological/Cognitive	70.3%	1186



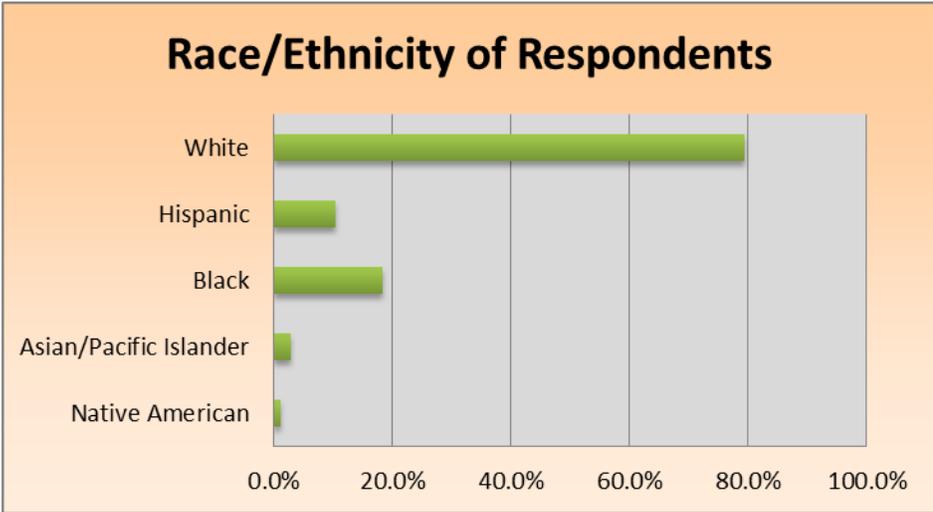
Current Housing of Respondents		
Housing Type	2016 Percent	#
Live with Parents/Family	32.9%	549
Subsidized Apartment	17.2%	287
Market Rate Apartment	19.2%	320
Own Home	15.7%	262
Live with Friends/Roommate(s)	6.9%	115
Group Home	4.7%	78
Other	3.5%	59



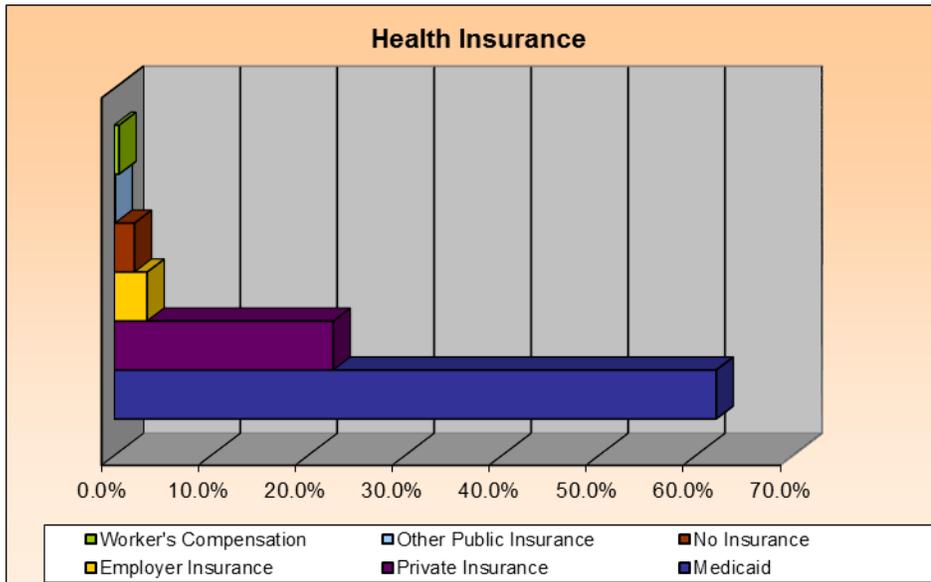
Respondents' Primary Source of Support		
	2016 Percent	#
Personal Income	19.0%	321
Family/Friends	30.4%	513
Public Support	47.9%	808
Other	2.7%	46



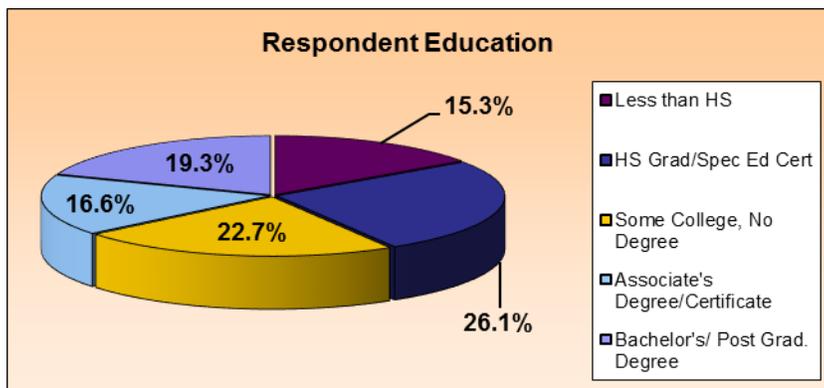
Race/Ethnicity of Respondents		
Race/Ethnicity	2016 Percent	#
Native American	1.0%	17
Asian/Pacific Islander	2.7%	44
Black	18.3%	309
Hispanic	10.3%	174
White	79.4%	1340



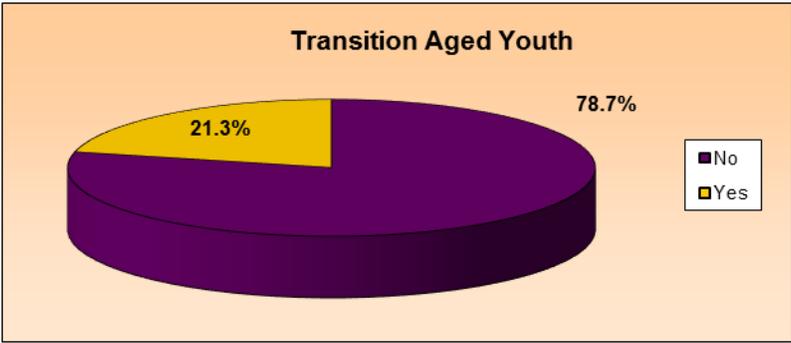
Health Insurance Type at Application		
Insurance	2016 Percent	#
Medicaid	62.1%	1049
Private Insurance	22.6%	382
Medicare	23.3%	393
Employer Insurance	3.4%	58
No Insurance	2.1%	36
Other Public Insurance	0.1%	2
Worker's Compensation	0.5%	8



Education of Respondents at Application		
	2016 Percent	#
Less than HS	15.3%	258
HS Grad/Spec Ed Cert	26.1%	441
Some College, No Degree	22.7%	383
Associate's Degree/Certificate	16.6%	280
Bachelor's/ Post Grad. Degree	19.3%	326



Transition Aged Youth 16-24		
	2016 Percent	#
No	78.7%	1328
Yes	21.3%	360



MRC Referral Source		
Referral Source	2016	#
Self-Referral	40.5%	684
Other Sources	14.5%	245
Elementary/Secondary School	13.0%	219
Community Rehabilitation Provider/Program	9.8%	166
Public or Private Medical Health Provider	6.5%	109
College/University	2.7%	46
Career Center	2.3%	40
Public or Private Mental Health Provider	3.8%	63
Family/Friends	3.0%	51
Social Security Administration	1.5%	25
State Welfare Agency (DTA)	0.4%	7
Veterans Administration	0.4%	7
Independent Living Centers	0.1%	2
Other State VR Agencies	0.6%	10
Other State Agencies	0.6%	11
Consumer Organizations/Advocacy Groups	0.2%	3

Are you working or have worked with a One Stop Career Center?		
	2016 Percent	#
Yes	30.2%	498
No	69.8%	1152

How long have you been receiving services from MRC?		
Answer Options	2016 #	%
Less than 1 year	35.2%	491
1 to 2 years	30.4%	424
2 to 4 years	20.5%	285
5 to 9 years	9.3%	129
10 years or more	4.6%	64

Open Ended Responses: Other Services Needed	
Need	# of Responses
Affordable, Accessible Housing	35
Job Placement Services	23
Financial Assistance	17
Job Training/Education	17
Transportation	13
Assistive Technology	12
Job Search Assistance/Networking	10
MRC Counseling	9
Benefits Planning	9
Information About Available Services	8
Mental Health Counseling	8
Home Care Services	8
Communication with MRC	8
Other Supportive Services (DMH, DDS, etc.)	7
Services from Independent Living Centers	7
Budgeting Assistance/Classes	6
Self-Employment/Assistance Starting a Business	6
CORI Support	5
Social/Recreation Opportunities	3
Improved MRC Employer Partnerships	3
Child Care	3
Computer Skills Training	3
Books/Supplies	3
Health Insurance/Information about Health Care	2
Support Groups	2
Ongoing Support Services	2
LD/ADHD Services	2
TAP Pass	2
Driver's Education	2
Training for MRC Staff	2
Vocational Evaluation	2
Home Accessibility Modifications	1
Counseling in Post-Secondary Education	1
Job Coaching	1
Soft Skills Training	1
Service Dog	1
Life Map Coaching	1
Anything	1
Brain Injury Services	1
Durable Medical Equipment	1
On-The-Job Training	1
Time Management Courses	1

Open Ended Responses: Most Important Service Not Receiving	
Need	# of Responses
Affordable/Accessible Housing	63
Job Placement Services	56
Education/Job Training	56
Financial Assistance/Public Support	32
Career Counseling/Job Search Assistance	29
Transportation	29
MRC Counseling and Guidance	28
Donated Vehicle Program	24
Tuition Assistance/Waiver	22
Information on Services	17
School/Work Supplies	14
Benefits Planning	13
Meeting with Counselor	12
Computer Skills Training	10
Driver's Education	9
Services from Other Agencies	8
Assistive Technology	7
Employer Networking	7
Self-Employment Assistance	6
Job Coaching	6
On-The-Job Training/Job Driven Training Programs	6
Mental Health Counseling	5
Home Care Services	5
Internships/Work Based Learning Experiences	5
Job Readiness Training/Soft Skills	4
Independent Living Services	4
Health Care	4
Ongoing Support Services	4
Vehicle Modification	3
Budgeting Assistance/Financial Planning	3
Child Care	3
Support Groups	3
Legal/CORI Assistance	2
Vocational Assessment	2
Social/Recreational/Networking Opportunities	2
Travel Training	2
Peer Mentoring	2
Service Dog	2
Transportation Access Pass	1
Career Advancement	1
Personal Care Attendant	1

Open Ended Responses: Most Important Service Receiving	
Most Important Service Received	# of Responses
Job Search/Placement	149
Education/Job Training	147
Tuition Assistance/Waiver	101
MRC Counseling & Guidance	86
Not Receiving Services	55
Did Not Specify	47
Assistive Technology	45
Financial Assistance/Support	28
Transportation Services	21
Job Readiness Training	19
School/Work Supplies	18
Ongoing Employment Support Services	14
Driver Education	14
Benefits Planning	12
Affordable, Accessible Housing	11
Case Management/Services from Other Agencies and Providers	11
Assistance Starting a Business/Self-Employment	11
Referral to Other Services	11
Donated Vehicle Program	11
Job Coaching	10
On-The-Job Training	8
Vocational Assessment	7
Job Driven Training Programs (CVS, etc.)	4
CORI Assistance	4
Information on Services	3
Home Care Services	3
Computer Training Programs	3
Independent Living Services	2
Transition from High School to School and Work	2
LD/ADHD Support Group	2
Adaptive Vehicle/Vehicle Modification	1
Tutoring	1
Job Club	1
Individual Consumer Consultant Program	1
Physical Restoration	1
Computer Resource Room	1
Development of IPE	1
Employer Hiring Event	1
Home Modification	1

Open Ended Responses: Reasons for Why Transportation Is A Barrier to Employment	
Reason	# of Responses
No Access to Jobs in Areas Without Transportation	65
Cost of Transportation/Cost of Maintaining a Vehicle	38
Distance to Jobs/Location	32
Reliability/Time to Travel on Public Transit/The RIDE	30
Health Conditions/Nature of Disability	29
Need a Car	27
Not A Barrier	26
Available Jobs Require a Car	22
Need Driver's Education/Need Driver's License	18
Must Rely on Others for Transportation	12
Fear of Driving/Using Public Transit	8
Sometimes/Potentially a Barrier	7
Need Travel Training	5
Other	4
Weather Conditions	3
Lost License Because of DUI	2
Only Can Telecommute	2
MRC Addressed Transportation Needs	2
No Parking Available	2
Need Adaptive Vehicle	1

RSA Disability Impairment	High Level Disability Category
Blindness	Sensory/Communicative
Other Visual Impairments	Sensory/Communicative
Deafness, Primary Communication Visual	Sensory/Communicative
Deafness, Primary Communication Auditory	Sensory/Communicative
Hearing Loss, Primary Communication Visual	Sensory/Communicative
Hearing Loss, Primary Communication Auditory	Sensory/Communicative
Other Hearing Impairments (Tinnitus, Meniere's Disease, hyperacusis, etc.)	Sensory/Communicative
Deaf - Blindness	Sensory/Communicative
Communicative Impairments (expressive/receptive)	Sensory/Communicative
Mobility Orthopedic/Neurological Impairments	Physical/Orthopedic
Manipulation/Dexterity Orthopedic/Neurological Impairments	Physical/Orthopedic
Both mobility and Manipulation/Dexterity Orthopedic/Neurological Impairments	Physical/Orthopedic
Other Orthopedic Impairments (e.g., limited range of motion)	Physical/Orthopedic
Respiratory Impairments	Physical/Orthopedic
General Physical Debilitation (fatigue, weakness, pain, etc.)	Physical/Orthopedic
Other Physical Impairments (not listed above)	Physical/Orthopedic
Cognitive Impairments (impairments involving learning, thinking, processing information and concentration)	Psychological/Cognitive
Psychosocial Impairments (interpersonal and behavioral impairments, difficulty coping)	Psychological/Cognitive
Other Mental Impairments	Psychological/Cognitive

Pre-Employment Transition Service Needs						
Service Area	Very Important or Important	Very Important	Important	Somewhat Important	Not Important	No Opinion/Not Applicable
Internships/Work Experiences	87.4%	56.8%	30.6%	6.5%	2.5%	3.6%
Assistance Finding a Job / Job Placement	85.4%	63.6%	21.8%	6.8%	4.6%	3.2%
Assistance with College Education	85.3%	64.0%	21.2%	10.8%	2.5%	1.4%
Work Readiness Training/Soft Skills (Resume Writing, Interview Skills, etc).	83.2%	50.9%	32.3%	9.0%	3.9%	3.9%
Assistance transitioning from High School to Work/College	83.1%	62.6%	20.5%	6.1%	6.1%	4.7%
Learning about Education, Training, Careers, and Jobs	82.8%	56.3%	26.5%	9.3%	5.0%	2.9%
College/Career Counseling	81.2%	53.8%	27.4%	12.3%	4.0%	2.5%
On-The-Job Training	80.8%	51.8%	29.0%	6.5%	6.5%	6.2%
Mentorship/Job Shadowing/Peer Counseling	72.3%	45.3%	27.0%	19.1%	4.0%	4.7%

Have You Received any Pre-Employment Transition Services from MRC?		
Response	Response Percent	Response Count
Yes	77.3%	214
No	22.7%	63

Consumer Survey Responses: Did They Receive Pre-Employment Transition Services through a high school or other educational agency outside of MRC?		
Type of Service	Responding Consumers Receiving Service from	Responding Consumers
Assistance transitioning from High	36.9%	83
Internships/Work Experiences	35.1%	79
Assistance with College Education	34.7%	78
Learning about Education, Training, Careers, and Jobs	33.3%	75
College/Career Counseling	32.9%	74
Work Readiness Training/Soft Skills (Resume Writing, Interview Skills, etc).	26.7%	60
Assistance Finding a Job / Job Placement	21.8%	49
Mentorship/Job Shadowing/Peer Counseling	15.6%	35
On-The-Job Training	12.9%	29

Satisfaction with Pre-Employment Transition Services provided by MRC and its partners in meeting needs towards preparing for future education and employment

Satisfaction Level	# of Responding Consumers of Transition Age (16 to 22)
Very Satisfied	38.3%
Satisfied	33.3%
Somewhat Satisfied	18.9%
Dissatisfied	5.7%
Very Dissatisfied	3.8%

Have the services you have received from MRC (such as summer internships, resume preparation, college/career counseling) helped you prepare for your future/job career?

Answer Options	Response	Response
Yes	121	44.0%
No	47	17.1%
Not Applicable	107	37.9%



Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

Year in Review July 1, 2015 – June 30, 2016

Massachusetts Rehabilitation Commission	Who Are Our Consumers?																																		
<p>3,816 citizens with disabilities have been successfully placed into competitive employment based on their choices, interests, needs and skills.</p> <p>The earnings of these rehabilitated employees in MA in the first year were \$70.1 million.</p> <p>Estimated public benefits savings from people rehabilitated in MA were \$28.6 million.</p> <p>Average Hourly Wage \$13.18 Average Work Hours Weekly 26.8</p> <p>*The returns to society based on increases in lifetime earnings range from \$14 to \$18 for each \$1 invested in the MRC Vocational Rehabilitation program. * \$5 is returned to the government in the form of increased taxes and reduced public assistance payments for every \$1 invested in the MRC Vocational Rehabilitation program. <i>*Based on Commonwealth Corporation Study.</i></p>	<table> <tr> <td>Psychiatric Disabilities</td> <td style="text-align: right;">40.0%</td> </tr> <tr> <td>Substance Abuse</td> <td style="text-align: right;">8.7%</td> </tr> <tr> <td>Orthopedic Disabilities</td> <td style="text-align: right;">10.2%</td> </tr> <tr> <td>Learning Disabilities</td> <td style="text-align: right;">22.2%</td> </tr> <tr> <td>Developmental Disabilities</td> <td style="text-align: right;">1.8%</td> </tr> <tr> <td>Deaf and Hard of Hearing</td> <td style="text-align: right;">6.0%</td> </tr> <tr> <td>Neurological Disabilities</td> <td style="text-align: right;">2.4%</td> </tr> <tr> <td>Traumatic Brain Injury</td> <td style="text-align: right;">1.4%</td> </tr> <tr> <td>Other Disabilities</td> <td style="text-align: right;">7.4%</td> </tr> <tr> <td>Average Age</td> <td style="text-align: right;">33.0</td> </tr> <tr> <td>Female</td> <td style="text-align: right;">46%</td> </tr> <tr> <td>Male</td> <td style="text-align: right;">54%</td> </tr> <tr> <td>Asian/Pacific Islander</td> <td style="text-align: right;">3.4%</td> </tr> <tr> <td>Black</td> <td style="text-align: right;">17.6%</td> </tr> <tr> <td>Hispanic</td> <td style="text-align: right;">11.8%</td> </tr> <tr> <td>Native American</td> <td style="text-align: right;">1.0%</td> </tr> <tr> <td>White</td> <td style="text-align: right;">79.7%</td> </tr> </table>	Psychiatric Disabilities	40.0%	Substance Abuse	8.7%	Orthopedic Disabilities	10.2%	Learning Disabilities	22.2%	Developmental Disabilities	1.8%	Deaf and Hard of Hearing	6.0%	Neurological Disabilities	2.4%	Traumatic Brain Injury	1.4%	Other Disabilities	7.4%	Average Age	33.0	Female	46%	Male	54%	Asian/Pacific Islander	3.4%	Black	17.6%	Hispanic	11.8%	Native American	1.0%	White	79.7%
Psychiatric Disabilities	40.0%																																		
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FACTS AT A GLANCE

The goal of our services is to promote dignity through employment and community living, one person at a time. We hope all citizens with disabilities in Massachusetts will have the opportunity to contribute as a productive member of their community and family as a result of services provided by the MRC.

Consumers actively receiving services	25,125
Consumers enrolled in training/education programs	16,513
Consumers with disabilities competitively employed	100%/3,816
Consumers employed with medical insurance	95.9%
Consumers satisfied with services	84.0%

Mission:

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment, and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed in the pursuit of independence and employment in the community.

Vision:

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Vocational Rehabilitation (VR) Division

The MRC Vocational Rehabilitation Program and the Massachusetts Commission for the Blind serve eligible individuals with disabilities who are available and able to attain employment as a result of vocational rehabilitation services.

The MRC Vocational Rehabilitation Program is the federal-state vocational rehabilitation program focused on assisting individuals with disabilities to obtain, maintain, and advance in employment. Some of the MRC-VR services provided include:

- 1) Vocational counseling, guidance and assistance in job placement;
- 2) Training programs, including job-driven partnerships with employers, including college and vocational certificate programs, if appropriate, to attain competitive employment;
- 3) Assistive Technology and Rehabilitation technology services;
- 4) Job coach services;
- 5) Community based employment services;
- 6) Interview preparation and direct job placement services;
- 7) Pre-Employment Transition Services (PETS) for students with disabilities.

What MRC Consumers Have To Say

- The help and guidance I received from my case worker, and the flexibility to my circumstances by the entire system in general in helping me to achieve my goals which now includes work within my chosen field, and a master's degree next year as well."
- "My employment counselor was informed, professional and very pleasant to work with. She was diligent in finding the tools I needed to get me started and my business is growing slowly thanks to her assistance."
- I have worked with a MRC representative who has helped me a great deal in finishing my degree. I am truly grateful for the help, support, and confident that this person has given me to be able to accomplish my education. I have found a full time employment with great benefits. MRC has help me in all the areas needed to accomplish my goals. Thank you!!"
- "MRC provided me with hearing aids, a laptop computer (mouse, programs), and ECHO pen for taking notes. My counselor is excellent. He is patient, knowledgeable, and referred me to financial, employment, and benefits consultants."
- "I enjoyed the summer program where I got a paid internship and learned about work and got work experience."
- I think that this organization is one of the best that we have in MA. The people working within make the most of what resources they have and all are clearly dedicated to serving their clients."

**Year in Review
July 1, 2015 – June 30, 2016**

Consumers Served Community Living Programs	
Independent Living Centers*	5,887
Turning 22 Services:	591
Assistive Technology:	1,850
Housing Registry:	430
Supported Living Services:	194
Brain Injury Services:	1,006
Home Care Services:	1,273
Protective Services:	439
ABI-N/MFP-CL Waivers:	597

Services Purchased Community Living Programs	
Independent Living Centers:	\$7,730,106
IL Turning 22 Services:	\$2,058,663
Assistive Technology:	\$1,853,712
Housing Registry:	\$80,000
Supported Living Services:	\$1,950,471
Brain Injury Services:	\$30,500,000
Home Care Services:	\$4,650,773
Protective Services:	\$807,925

**State Funded Services Only*

FACTS AT A GLANCE

The goal of our services is to promote dignity through employment and community living, one person at a time. We hope all citizens with disabilities in Massachusetts will have the opportunity to contribute as a productive member of their community and family as a result of services provided by the MRC.

Total consumers actively receiving services:	12,267
Total funds expended:	\$49,640,740
Cost per consumer served:	\$4,047

Mission:

The Massachusetts Rehabilitation Commission (MRC) promotes equality, empowerment and independence of individuals with disabilities. These goals are achieved through enhancing and encouraging personal choice and the right to succeed in the pursuit of independence and employment in the community.

Vision:

The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.

Community Living (CL) Division:

The MRC Community Living Division is comprised of a variety of programs, supports, and services that address the diverse needs of adults and transition age youth with disabilities to fulfill their desire/need for community integration, to gain maximum control of their destiny, and to participate fully in their community.

- Independent Living Center Services
- Community Supported Living Services
- Accessible Housing Registry
- Home Care Assistance Program for Eligible Adults with Disabilities
- Turning 22 Youth Transition to Adult Human Services
- Assistive Technology Training and Devices
- Community-Based Residential, Day and Support Services for Persons with Brain Injuries
- Home and Community Based Waiver Programs

What our Consumers Say...

“One of my dreams is to be able to do my graphic work...you have opened that door for me.” – SHIP Consumer

“It’s like a huge weight has been lifted from my shoulders both physically and figuratively. This [Home Care Assistance Program] has made such a difference in my life allowing me to rehabilitate rather than strain and injure. Can’t thank you enough!” – Home Care Consumer

“I am impressed with my case manager’s ability to advocate on my behalf. Thanks so much for assisting me with feelings of self-worth and for consistent support with all the changes and assistance I need.” - Home Care Consumer

“I would not be able to maintain my life without the assistance of HCAP. I am very grateful for the assistance that keeps me healthy and maintain independent living.” – *Home Care Consumer*

“I’m very satisfied with SHIP services. Everyone has been great and my service coordinator is terrific with providing information.” – *TBI Waiver Consumer*

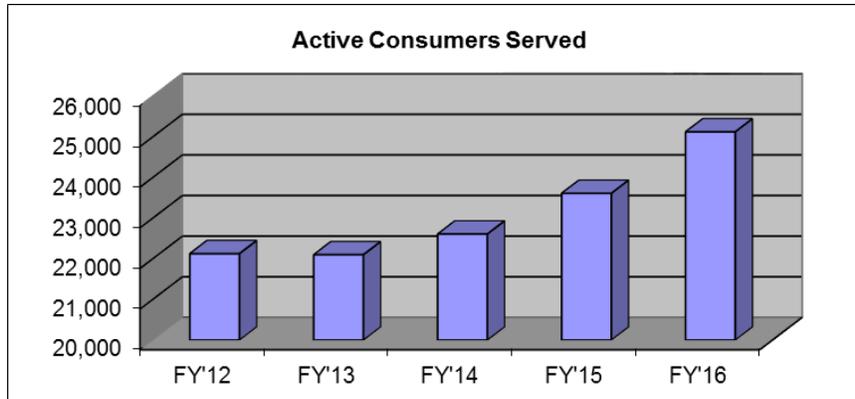


Massachusetts Rehabilitation Commission

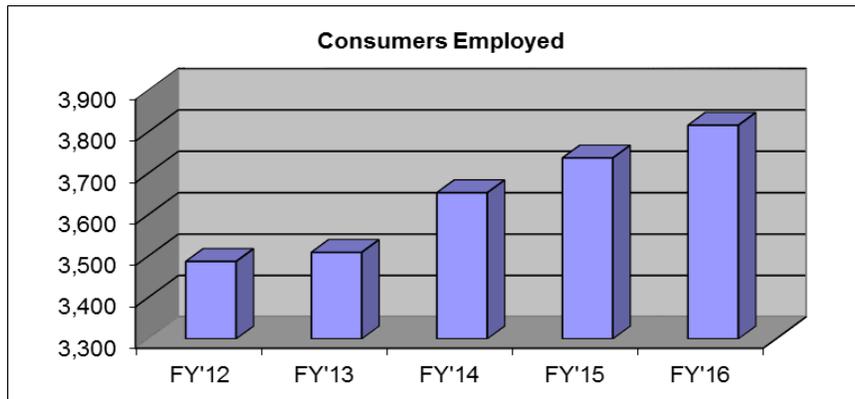
VOCATIONAL REHABILITATION SERVICES

VR Historical Years in Review SFY 2012 - 2016

Active Consumers Served*	
FY'12	22,126
FY'13	22,100
FY'14	22,609
FY'15	23,611
FY'16	25,125

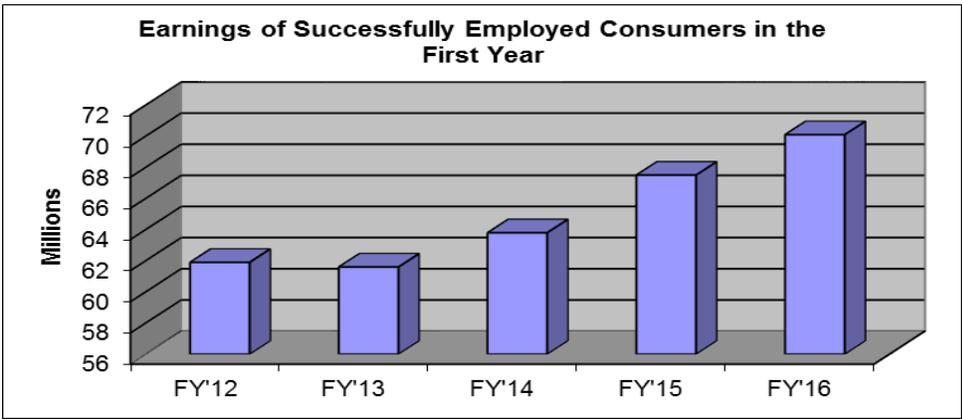


Consumers Employed	
FY'12	3,487
FY'13	3,509
FY'14	3,653
FY'15	3,737
FY'16	3,816

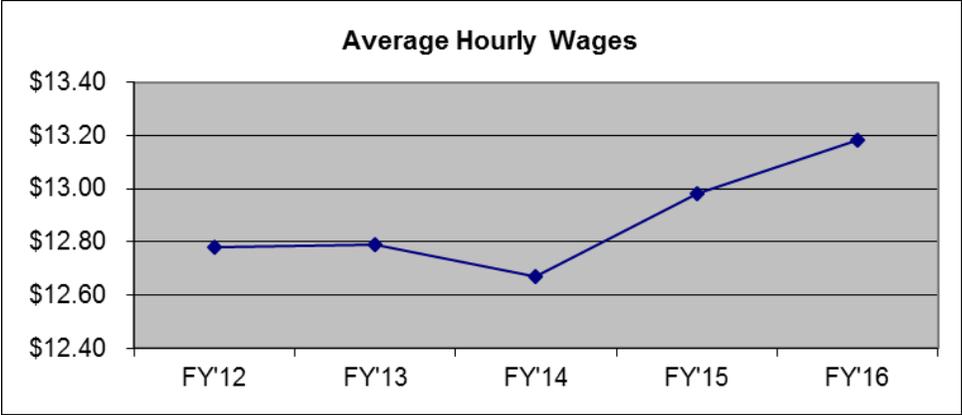


*Consumers receiving an array of services including: Counseling, Guidance, Rehabilitation, Skills Training, College, Assistive Technology, Benefits Planning and Job Placement Services. These services are designed to assist them in their efforts to choose, obtain, and maintain employment in the competitive labor market based on their interests, skills, and abilities.

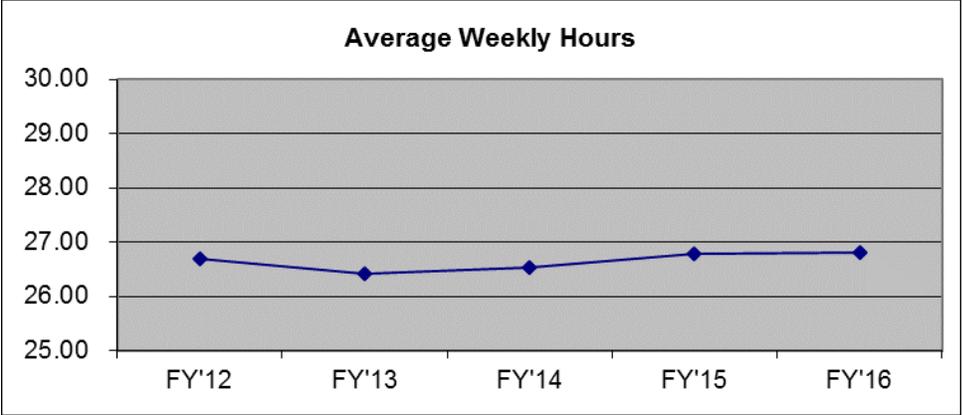
Earnings of Successfully Employed Consumers in 1st Year (in Millions)	
FY'12	61.9
FY'13	61.6
FY'14	63.8
FY'15	67.5
FY'16	70.1



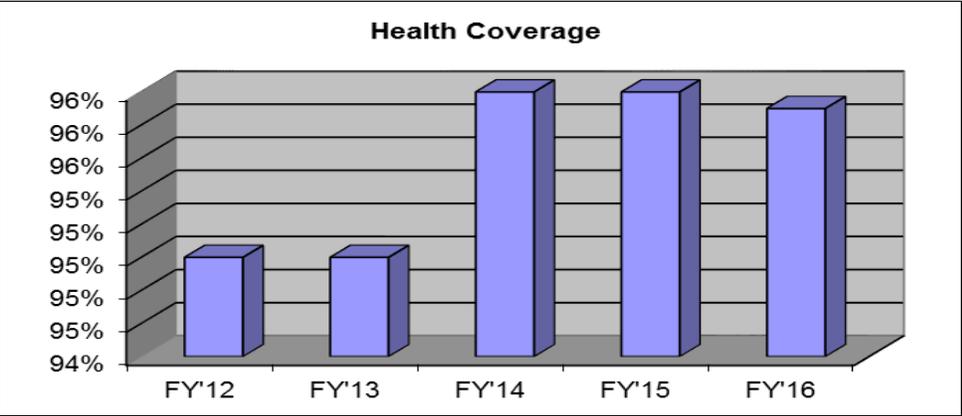
Average Hourly Wages	
FY'12	\$12.78
FY'13	\$12.79
FY'14	\$12.67
FY'15	\$12.98
FY'16	\$13.18



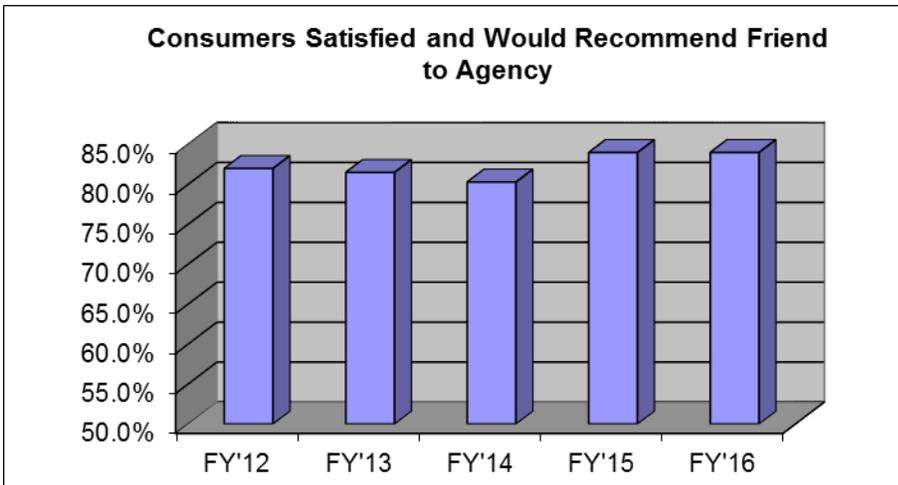
Average Weekly Hours	
FY'12	26.70
FY'13	26.42
FY'14	26.52
FY'15	26.78
FY'16	26.80



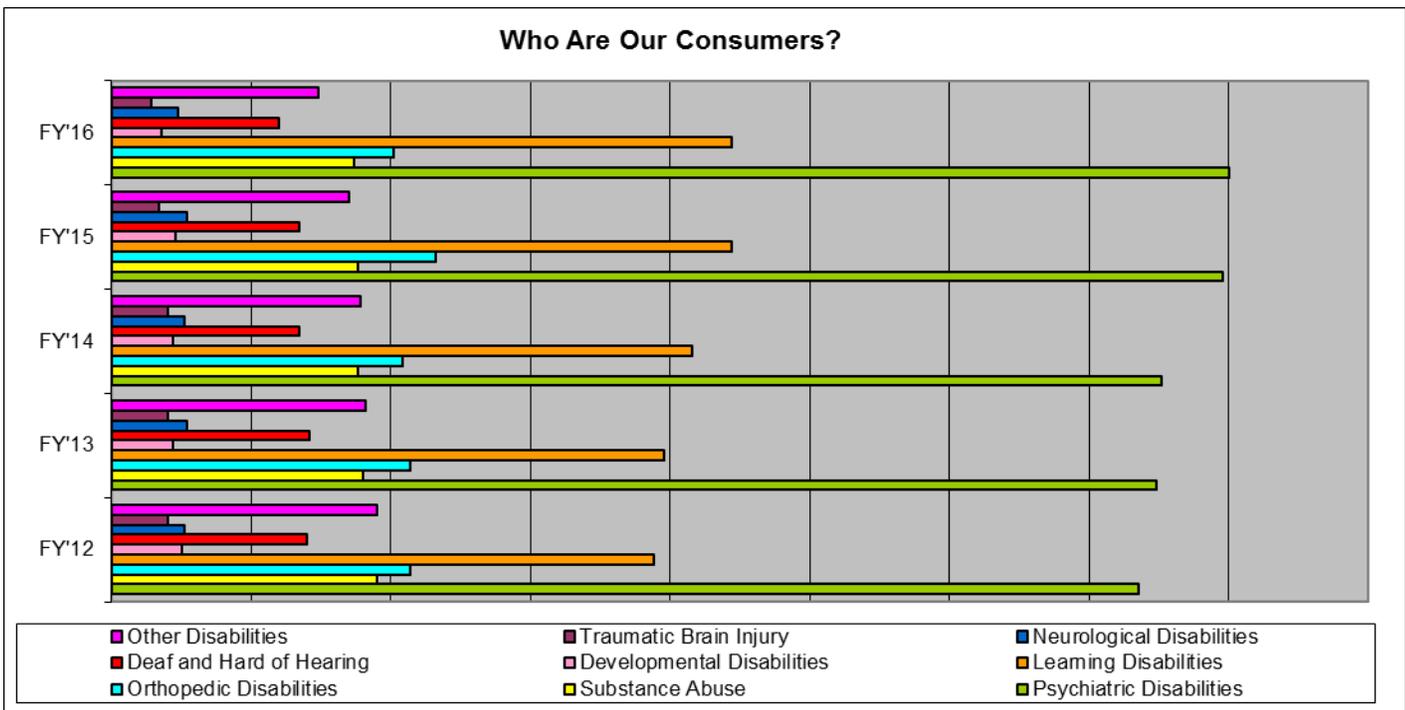
Health Coverage	
FY'12	95%
FY'13	95%
FY'14	96%
FY'15	96%
FY'16	96%



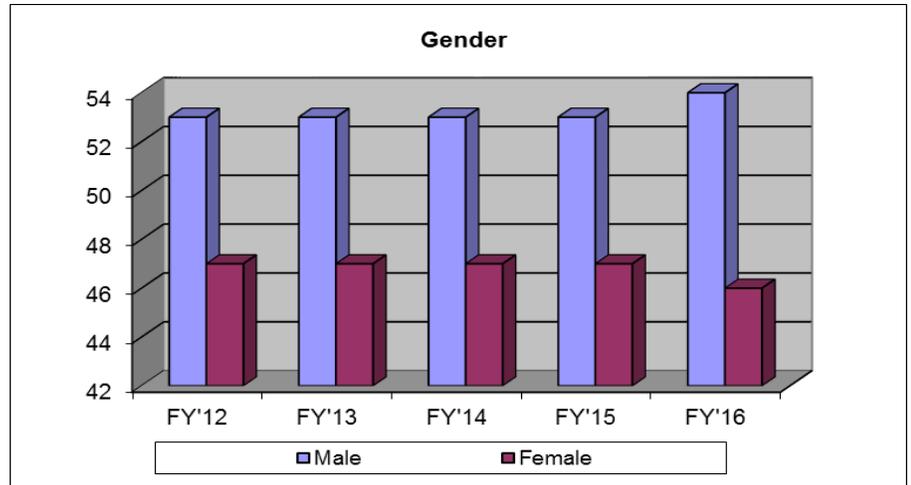
Consumers Satisfied With Services	
FY'12	82.0%
FY'13	81.5%
FY'14	80.3%
FY'15	84.0%
FY'16	84.0%



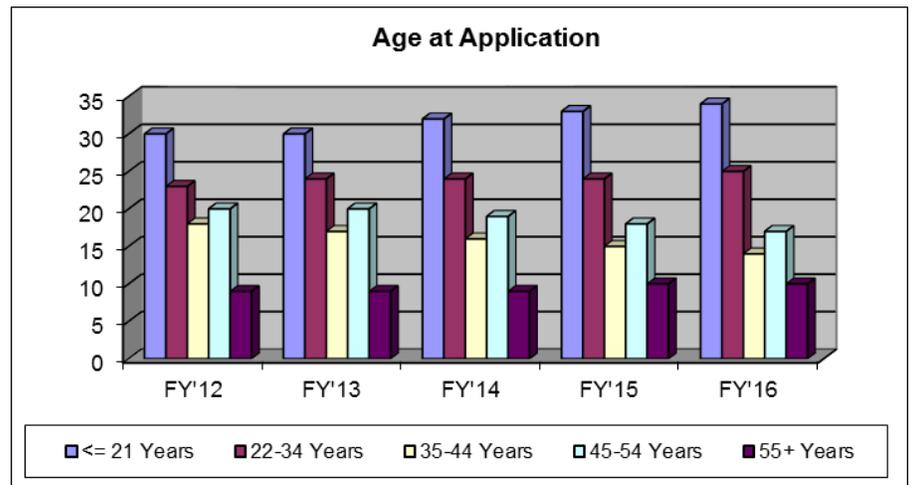
Who Are Our Consumers?					
	FY'12	FY'13	FY'14	FY'15	FY'16
Psychiatric Disabilities	36.80%	37.40%	37.60%	39.80%	40.00%
Substance Abuse	9.50%	9.00%	8.80%	8.80%	8.70%
Orthopedic Disabilities	10.70%	10.70%	10.40%	11.60%	10.10%
Learning Disabilities	19.40%	19.80%	20.80%	22.20%	22.20%
Developmental Disabilities	2.50%	2.20%	2.20%	2.30%	1.80%
Deaf and Hard of Hearing	7.00%	7.10%	6.70%	6.70%	6.00%
Neurological Disabilities	2.60%	2.70%	2.60%	2.70%	2.40%
Traumatic Brain Injury	2.00%	2.00%	2.00%	1.70%	1.40%
Other Disabilities	9.50%	9.10%	8.90%	8.50%	7.40%



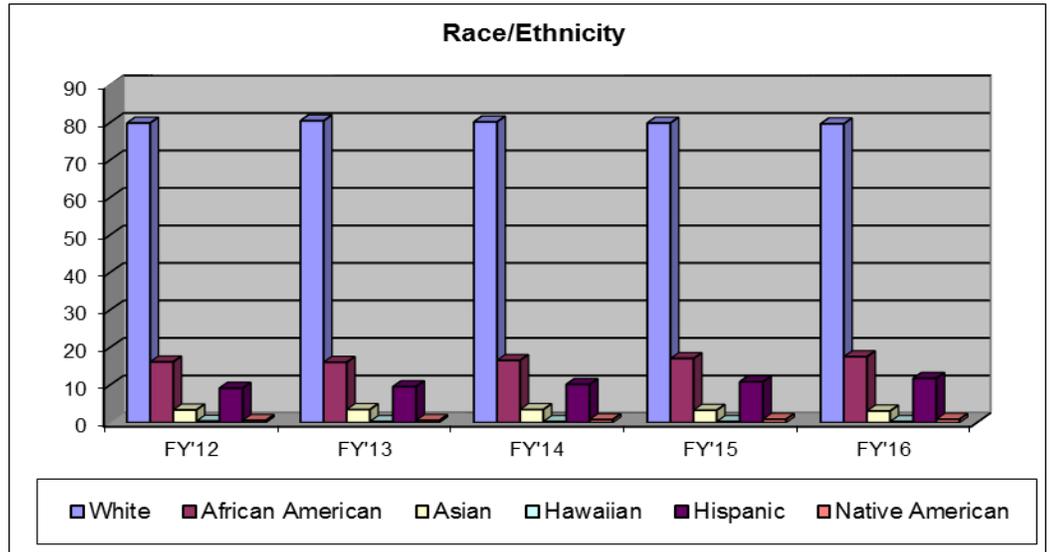
Gender		
	Male	Female
FY'12	53	47
FY'13	53	47
FY'14	53	47
FY'15	53	47
FY'16	54	46



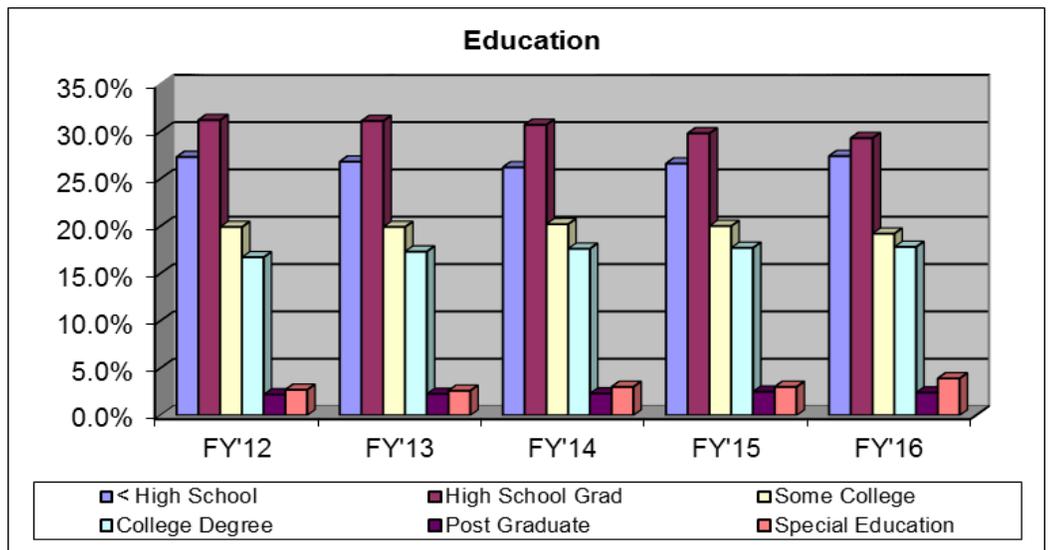
Age at Application					
	FY'12	FY'13	FY'14	FY'15	FY'16
<= 21 Years	30	30	32	33	34
22-34 Years	23	24	24	24	25
35-44 Years	18	17	16	15	14
45-54 Years	20	20	19	18	17
55+ Years	9	9	9	10	10



Race/ Ethnicity					
	FY'12	FY'13	FY'14	FY'15	FY'16
White	79.9	80.5	80.2	79.9	79.7
African American	16.2	16.1	16.6	17.1	17.6
Asian	3.4	3.5	3.5	3.3	3.1
Hawaiian	0.4	0.3	0.3	0.3	0.3
Hispanic	9.2	9.6	10.2	10.9	11.8
Native American	0.6	0.6	0.8	0.9	0.9



Education					
	FY'12	FY'13	FY'14	FY'15	FY'16
< High School	27.3%	26.8%	26.2%	26.6%	27.4%
High School Grad	31.2%	31.1%	30.7%	29.8%	29.3%
Some College	19.9%	19.9%	20.2%	20.0%	19.2%
College Degree	16.7%	17.3%	17.6%	17.7%	17.8%
Post Graduate	2.2%	2.3%	2.3%	2.5%	2.4%
Special Education	2.7%	2.6%	3.0%	3.0%	3.9%





Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

Economic Impact Fact Sheet Return on Investment (ROI) July 1, 2015 – June 30, 2016

Massachusetts Rehabilitation Commission – Vocational Rehabilitation Program

Individuals with disabilities successfully placed into competitive employment:	3,816
Average hourly wage for employed consumers:	\$13.18
Average work hours per week for employed consumers:	26.8
Total annual earnings for consumers placed into employment:	\$70,090,945
Estimated public benefits savings from employed consumers:	\$28,620,000
Projected annual Massachusetts income tax paid by employed consumers:	\$2,348,557
Projected annual Federal income tax paid by employed consumers:	\$4,605,014
Consumers placed into employment with medical insurance:	95.9%
Return to society based on increase in lifetime earnings for consumers placed into employment, FY2016*:	\$915,514,332
Return to society based on returns to government in the form of increased taxes and reduced public assistance payments, FY2016**:	\$326,969,404

**Based on Commonwealth Corporation Study on ROI that \$14 is returned to society based on increases in lifetime earnings for each \$1 invested in the MRC Vocational Rehabilitation program.*

***Based on Commonwealth Corporation Study on ROI that \$5 is returned to the government for each \$1 invested in the MRC Vocational Rehabilitation program.*

Massachusetts Rehabilitation Commission

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The MRC provides comprehensive services to people with disabilities that maximize their quality of life and economic self-sufficiency in the community.



Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

TOP 10 JOBS AND OCCUPATIONAL CATEGORIES ON IPE, IN PLACEMENT, AND IN SUCCESSFUL EMPLOYMENT, SFY2016, WITH DEMAND FACTOR AND MEDIAN HOURLY WAGE FOR MASSACHUSETTS, 2016

TOP 10 JOBS

IPE

SOC Code	Top 10 Jobs Written on IPEs	LQ*	Median Wage
21-1093	Social and Human Service Assistant	1.89	\$15.02
41-2031	Retail Sales	.97	\$11.42
21-1011	Substance Abuse Counselor	2.23	\$20.15
43-5081	Stock and Order Clerks	.99	\$11.76
21-1099	Community and Social Services Specialist	.55	\$18.47
31-1014	Nursing Assistant	1.09	\$14.31
15-1199	Miscellaneous Computer Occupations	1.03	\$44.09
43-9199	Misc. Office & Administrative Support Workers	.52	\$23.22
43-9061	Office Clerks, General	.87	\$17.22
41-9099	Sales and Related Workers, All Other	.58	\$25.71
Total	Average	1.07	\$20.14

Placement

SOC Code	Top 10 Jobs for Initial Placement	LQ*	Median Wage
41-2031	Retail Sales	.97	\$11.42
43-5081	Stock and Order Clerks	.99	\$11.76
41-2011	Cashiers	.83	\$10.81
41-9099	Sales and Related Workers, All Other	.58	\$25.71
35-9099	Misc. Food Preparation and Serving Workers	.56	\$17.81
37-2011	Janitors and Cleaners	1.01	\$15.73
31-1014	Nursing Assistant	1.09	\$14.31
43-4051	Customer Service Representative	.93	\$18.86
35-2021	Food Preparation	.82	\$11.62
21-1099	Community and Social Services Specialist	.55	\$18.47
Total	Average	.83	\$15.65

Successful Employment

SOC Code	Top 10 Jobs for Successful Employment Outcomes	LQ*	Median Wage
41-2031	Retail Sales	.97	\$11.42
43-5081	Stock and Order Clerks	.99	\$11.76
41-9099	Sales and Related Workers, All Other	.58	\$25.71
41-2011	Cashiers	.83	\$10.81
35-9099	Misc. Food Preparation and Serving Workers	.56	\$17.71
37-2011	Janitors and Cleaners	1.01	\$15.73
31-1014	Nursing Assistant	1.09	\$14.31

43-4051	Customer Service Representative	.93	\$18.86
35-2021	Food Preparation	.82	\$11.62
21-1099	Community and Social Services Specialist	.55	\$18.47
Total	Average	.83	\$15.65

TOP 10 OCCUPATIONAL CATEGORIES

IPE

SOC Category	Top 10 Occupational Categories on IPEs	LQ*	Median Wage
43-0000	Office and Administrative Support	.92	\$19.29
21-0000	Community and Social Services	1.64	\$20.28
39-0000	Personal Care and Service	1.11	\$13.51
31-0000	Healthcare Support	1.09	\$15.17
41-0000	Sales and Related	.90	\$14.14
27-0000	Arts, Design, Entertainment, Sports & Media	1.08	\$26.86
29-0000	Healthcare Practitioners & Technical	1.17	\$37.08
25-0000	Education and Training	1.11	\$28.60
35-0000	Food Preparation and Related	0.91	\$11.43
15-0000	Computer and Mathematical	1.39	\$44.80
Total	Average	1.13	\$23.12

Placement

SOC Category	Top 10 Occupational Categories for Initial Placement	LQ*	Median Wage
43-0000	Office and Administrative Support	.92	\$19.29
41-0000	Sales and Related Occupations	.90	\$14.14
35-0000	Food Preparation and Related	.91	\$11.43
53-0000	Transportation and Material Moving	.75	\$15.87
21-0000	Community and Social Services	1.64	\$20.28
37-0000	Building, Grounds Cleaning, & Maintenance	.97	\$16.08
39-0000	Personal Care and Service	1.11	\$13.51
31-0000	Healthcare Support	1.09	\$15.17
51-0000	Production and Manufacturing	.69	\$17.54
25-0000	Education and Training	1.11	\$28.60
Total	Average	1.00	\$17.19

Successful Employment

SOC Category	Top 10 Occupational Categories for Successful Employment Outcomes	LQ*	Median Wage
41-0000	Sales and Related	.90	\$14.14
43-0000	Office and Administrative Support	.92	\$19.29
35-0000	Food Preparation and Related	.91	\$11.43
53-0000	Transportation and Material Moving	.75	\$15.87
21-0000	Community and Social Services	1.64	\$20.28
37-0000	Building, Grounds Cleaning, & Maintenance	.97	\$16.08
39-0000	Personal Care and Service	1.11	\$13.51
31-0000	Healthcare Support	1.09	\$15.17
51-0000	Production and Manufacturing	.69	\$17.54
25-0000	Education and Training	1.11	\$28.60
Total	Average	1.00	\$17.19

***LQ= location quotient, measures extra demand in an area for a particular job category. 1= normal demand, 2= twice as much demand as other places, etc. Baseline is for Massachusetts compared to national average.**